

QUALITY CONTROL BINGO QUESTIONS & ANSWERS

(Notes include references and additional information)

	QUESTIONS	ANSWERS	NOTES
1.	Policy no longer requires this verification, but QC does – often using a collateral contact to do so.	Household Composition	QC regulations require verification of the elements.
2.	True/False – QC verifies recently terminated employment using the client's statement.	False, QC does not use client's statement.	QC regulations require verification of the elements.
3.	QC will contact the _____ if there is a conflict of information on the SOLQ and Bendex.	Social Security Admin. Office.	QC clears up all discrepancies. If not, the case is dropped.
4.	If the C/S she pays a mortgage, QC will also ask her about what expenses?	Taxes & Insurance	These are expenses that accompany mortgages.
5.	C/S her father pays all of her utility expenses, but QC finds that she received LIEAP at her current address two months ago. Will QC allow the SUA?	Yes, QC will allow the SUA.	Receipt of LIEAP at the current residence (within the past 12 months) qualifies the household for the SUA.
6.	Caseworker documents that the base period income is not used because it is not representative. Is this acceptable documentation?	No, this is not acceptable documentation.	The CW needs to state why the income is not representative.
7.	Does QC verify almost everything even though it is not necessary according to FNS policy?	Yes, QC verifies almost everything.	QC uses the QC Handbook & Federal Regulations regarding this. There are exceptions to the rule (i.e. c/s conflicts with the AP's statement regarding child support).
8.	Yes / No – QC controls which cases are selected for review.	No, because cases are randomly selected.	This is Federal policy. QC does not get to choose which cases are selected for review.
9.	Does Federal QC staff review State QC cases?	Yes, Federal QC reviews State QC cases.	Federal QC randomly selects active and negative cases for their re-review. They review all dropped cases.
10.	What is one of the reasons QC data is used?	To determine who gets bonus money.	Refer to QC handout regarding bonus money determinations.
11.	Does QC complete property checks?	No, real property is not counted.	NC follows Work First rule regarding this; therefore, the value of real property is not counted as a resource.

12.	Caseworker documents: Base period wages are not representative. Client received a pay increase; therefore, last pay received in the month is used to project wages for the new certification period. Is this sufficient documentation?	Yes, this is sufficient documentation.	This tells QC what you did & why.
13.	A HH member is disqualified for failure to comply with the E&T work requirement. What document(s) will QC look for in the record?	NCSES 2624 & 2625; DSS-8642 and 8553.	<ul style="list-style-type: none"> • NCSES 2624, FNS Registration / Deregistration form • NCSES 2625, FNS Employment & Training Transmittal Form • DSS,8642, Explanation of Disqualification • DSS-8553, Notice Of Adverse Action
14.	Does QC review if an application was processed timely?	Yes, this is one of the bonus criteria.	Refer to the QC handout for a complete list of the bonus criteria.
15.	QC notifies the worker that the client refused to cooperate with a QC review. Is the client eligible to continue receiving FNS?	No, the client is ineligible until he cooperates.	Section 210.13 - QC will notify you of the disqualification period as determined by the federal regulations. Also, follow policy regarding the beginning date of the disqualification.
16.	Caseworker documents "telephone call to SSA, but SSA would not verify if the SSI overpayment is the client's fault; therefore, net amount used in the budget." Is this sufficient documentation for QC to count the net amount?	Yes, QC will count the net amount of SSI.	This is policy; however many workers fail to document their contact with SSA.
17.	If interest income is \$10 or less per month or \$120 or less per year, will QC also accept client's written statement, unless questionable?	No, QC will obtain bank verification.	QC often finds that interest is less than 50¢ per month; therefore, \$0 interest income is counted.
18.	QC cannot locate the client for an interview. Can QC drop the case?	Yes, QC can drop the case.	Federal QC policy.
19.	Does QC use the 8207 or the Federal Worksheet to complete QC cases?	QC uses the Federal QC Worksheet.	Federal form FCS – 380 is used.

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20.	Client applies on April 19 th and provides a pay stub received in April. The worker uses this pay stub to project wages without stating why. Will QC use April or base period wages?	QC will use base period wages.	There must be documentation justifying the worker's actions not to use base period income.
21.	March is the base period month for wages, but the worker uses April wages in her projection because client received a pay increase in April. Will QC use wages received in March or April in the budget?	QC will use wages received in April.	The worker documented that April wages were representative of the client's income due to the pay increase and she used best available information in her projection.
22.	Client applies for FNS and does not qualify for expedite FNS. Do you have 30 days to process the application?	No, the HH must receive benefits within 30 days.	See Section 315.02.
23.	What does QC stand for?	Quality Control	
24.	After QC interviews the client and reviews the county FNS record, he/she will alert the county of possible changes obtained about the case. This is called a _____.	QC Alert	The analyst e-mails the QC alert to the county contact person and to the Program Rep for that county. For example, a QC alert is sent if the client reported changes during QC interview or if QC noticed a keying error on the 8590.
25.	Can QC select the same case more than once per year?	Yes, they can be selected more than once.	Cases are randomly selected. QC has actually selected the same case two consecutive months.
26.	Does QC provide payment accuracy reports?	Yes, there are monthly reports.	Reports are provided on payment accuracy (active cases), negative case error rate, and application timeliness processing.
27.	LIEAP printout (from OLV) is in the record, but C/S no utility expenses on SR form. Will QC include the SUA or no deduction?	QC will allow the SUA.	HH is eligible for the SUA due to receipt of LIEAP within the last 12 months at the current residence.
28.	Application is denied for failure to provide verification of SSI. Would QC consider this a valid negative action?	No, because SSI was verified by the SDX printout in the record.	See Income chart in Section 263.02.

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29.	QC finds a child support order for \$200, but no support was received by the client. Will QC count \$200 in the budget?	No, QC will not count the child support order amount.	In this case, the AP was ordered to pay, but the client had not received support in several months.
30.	QC finds that the ineligible alien pays the household's shelter expenses. Will QC count all or a prorated share of the shelter expense?	QC will prorate the shelter expense.	See Section 280.13.
31.	Client applies for FNS. The application is denied for failure to provide verification of shelter expenses. Is this a valid negative action?	No, this is not a valid negative action.	Application should be processed without verification of the deductions.
32.	Client applies for FNS. The application is denied because the client does not provide verification of wages by the 30 th day. Would QC consider this a valid negative action?	Yes, this is a valid negative action.	This is a mandatory verification.
33.	Client reports at application that she applied for UIB, but has no income at this time. QC finds that the client's UIB was approved, but the client did not report it. Would QC consider this an agency or client error?	Client error	This is a standard reporting case; therefore, the client is required to report a new source of income.
34.	At application, the client reports that her 18-year-old son is in school. She does not report which school and the worker does not ask. QC finds that he is a full time college student and is ineligible. Would QC consider this an agency or client error?	Agency error	The client reported information that the worker failed to follow up on. QC would consider the cause of this error to be the worker's failure to follow up on reported information.
35.	HH reports that its only utility expense is the telephone. OLV shows receipt of LIEAP within 12 months at current address. Do you allow the SUA or the TUA?	You must allow the SUA.	If the HH received a LIEAP check at the current residence within the past 12 months, they qualify for the SUA.

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36.	Client applies for assistance on 4/02/07 and has wages. The worker issues a DSS-8650 requesting verification of base period wages. The worker will be out of the office on May 2 nd (the 30 th day); therefore, she denies the application on May 1 for failure to provide verification. Is this a valid closure?	No, because it was denied prior to the 30 th day.	<i>Applications cannot be denied for failure to provide verification prior to the 30th day. There are now edits in FSIS to prevent this from happening. However, the edits apply to certain transaction codes.</i>
37.	Client applies for recertification on 4/18/07. She fails to provide wage verification; therefore, the application for recertification is denied on May 18 th . Is this a valid closure?	Yes, because it was not denied prior to the 30 th day.	Refer to Section 280.14 of the FNS manual.
38.	Client reports at application that her only resource is a non-interest bearing checking account with a balance of \$100. This is not questionable. The worker issued a DSS-8650 requesting verification of the bank account. Is this a valid denial?	No, because the bank account is not questionable.	<i>Refer to Section 263.02 of the FNS manual. If interest income is \$10 or less per month or \$120 or less per year, the client's written statement is acceptable, unless questionable</i>
39.	Client recertifies for FNS on April 16th, can you deny the application for recertification on April 28th for failure to provide verification?	No, this is an untimely recert.	Untimely recerts cannot be denied prior to the 30 th day for failure to provide verification. See FNS manual section 450.23 B.
40.	Client reports to her worker that she is moving to Georgia. The worker closes the SNAP case. Is this a valid closure?	Yes, this is a valid SNAP closure.	<i>Refer to Section 600.08. If an <u>individual</u> reports a change that affects the SNAP benefit amount or eligibility, react to the reported change within 10 calendar days.</i>
41.	An individual reports to the county that her mother's SSI benefits ended. The worker closes the SNAP case. Is this a valid closure?	No, this is not a valid SNAP closure.	<i>Refer to Section 600.08. Do not react to changes reported by a third party. The worker must wait for the case to appear on the SNAP Report (SNAP Cases Requiring Action or Closure By County).</i>
42.	QC finds the client was eligible for an allotment of \$125, but she received \$115. Is this considered a QC error case?	No, this is not a QC error case.	If the difference between QC findings and the allotment amount received is less than or equal to \$25, it is considered a correct case.